

Daily Pool / Shuttle Services Team Standard Operating Procedures

Job Title: Office Technician II / Capital Pool Coordinator (Maria Mulvey)

Job Summary: Coordinate the complete rental process at the State Capital motor pool. Represent DFO on the phone and at the front desk. Coordinate the State shuttle services out of the State Capital. Coordinate the maintenance and repair of all vehicles in DFO managed motor pools. Provide back up for the Division's Administrative Secretary.

Tasks and Responsibilities – Daily (D), Weekly (W), Monthly (M), Yearly (Y), and as Needed (AN)

- **Motor Pool Reservations.** This responsibility includes: setting up new customers to rent vehicles, making reservations in the FleetAnywhere system, prepping vehicles for service (or coordinating the prep with DFO Service Workers and DFO's contract vendor RCI), creating (or delegating to a Service Worker) the motor pool vehicle location map, processing MP-98's forms and other paperwork related to vehicle rentals, finding keys/gascards fuel cards to match to vehicles with pre-inspected MP-98's, and providing friendly and courteous customer service to State employees that come to the front desk to pick up vehicles. Once the customer picks up the keys/gascard the Capital Pool Coordinator must dispatch vehicles in the FleetAnywhere system, insure that keys, gascard, and mileage data are returned with the customer when they comeback with the vehicle, print and hand the customer their return ticket (or e-mail them a copy if the keys are dropped off), and "return the vehicle" rented by entering the appropriate data in FleetAnywhere fields. In addition, the Capital Pool Coordinator must respond to "walk-in" customers that come into Capital Pool location wanting to immediately take a vehicle. To prepare for "walk-ins" all returned vehicles not reserved for future reservations should be prepped for service in order to meet unexpected requests for vehicles.

It is the responsibility of the Capital Pool Coordinator to obtain accurate billing, operator, and vehicle information relating to motor pool vehicle rentals from the Capital Pool location. It is also the responsibility of the Capital Pool Coordinator to insure that all drivers of State vehicles from the Capital Pool have a valid Drivers License. (D)

- **Represent the Division at the front desk.** The Capital Pool Coordinator is responsible to direct and/or help people calling the Division's main number as well as people coming to the Division Offices in 4120 State Office Building. The Capital Pool Coordinator should be familiar with all the employees within the Division (and know their basic job function) in order to direct questions/people to the appropriate DFO employee. (D)
- **Coordinate the Shuttle Services out of the Capital.** Any questions about when the Capital shuttles arrive/leave, where customers are able to get on/off the shuttles, and where the shuttle travels are to be answered by the Capital Pool Coordinator. In addition, the Capital Pool Coordinator should use the front desk radios to relay and receive messages from shuttle drivers at their location. Any on-call requests for shuttle pick-ups by DFO customers should be directed to the Capital Pool Coordinator to respond to. Any complaints about shuttle services and/or drivers should be directed or reported to the Daily Pool / Shuttle Services Manager. (D)
- **Coordinate the cleaning, repairs (including accident repairs), preventative maintenance, and annual State and I/M's for all vehicles in DFO managed motor pool locations.** All pool vehicles taken to a vendor need to be entered in FleetAnywhere under a "shop reservation." It is the responsibility of the Capital Pool Coordinator to oversee how the vehicles are transported to the repair location. This includes coordinating pick-up or delivery with the DFO Service Workers and/or vendor Service Workers. A three-day shop turnaround is the acceptable time period for most shop reservations. The Capital Pool Coordinator should follow-up daily on shop reservations that extent beyond the three-day turnaround goal to push vendors to complete the needed work in the most timely way possible. (D)

- **Provide back up for the Division's Administrative Secretary. (AN)**
- **Performs other tasks as assigned by the Daily Pool / Shuttle Services Manager. (AN)**

Important processes I am responsible for or part of?

- Vehicle rental process from the Capital motor pool location (see the attached flowchart)
- Procedure for drivers of broken down state vehicles (see the attached flowchart)
- Procedure for retrieving state vehicles that broke down (and the driver has left the vehicle) (see the attached flowchart)
- Shop Reservations Process (including reservations for vehicles involved in an accident) (See the attached flowchart)
- How to Replace a Lost or Stolen Gascard (see the attached flowchart)

Miscellaneous information to be used in completing the tasks and responsibilities listed above

- No State employee is eligible to take an unmarked vehicle from a daily pool location without written approval from the employee's Department Director.
- If no vehicles are available at the Capital motor pool (or it is anticipated that the Capital motor pool will run out of vehicles for customers with reservations) and an appropriate vehicle cannot be conveniently rented from another mini motor pool location in Salt Lake City, DFO has made arrangements with Enterprise Rent-A-Car to provide for the vehicle needs of State Employees. All rentals from Enterprise must be pre-authorized by the Daily Pool / Shuttle Services Manager. The Capital Pool Coordinator needs to ensure that the appropriate rate is assigned to reservation for the vehicle provided by Enterprise.
- Each morning the Capital Pool Coordinator needs to check the Fleet Anywhere system for late status's on Capital Pool vehicles. At least once a day the Capital Pool Coordinator should check the status of shop reservations beyond the set three-day time period.
- The Capital Pool Coordinator needs to set the e-mail notification on the PC so that motor pool reservations requested through the Division web page are processed within the promised 4-hour time period.
- All complaints from State employees and the public about people driving state vehicles as well as questions about tickets received by State employees while driving a State vehicle should be directed to the Division's Administrative Secretary.
- See the rules sections in the Daily Pool and Shuttles Services Manager SOP Manual for the guidelines and rules that govern motor pool rentals.

Screens in FleetAnywhere that I am responsible to input data as State employees rent vehicles?

- See the attached print screens with FleetAnyhwere fields highlighted in yellow.

Quality control reports I run: Daily (D), Weekly (W), Monthly (M), and Yearly (Y)

- **Current Repair and PM's Due Report.** This report shows which DFO managed motor pool vehicles are currently in the shop for repair, the date the vehicle entered the shop, what reason the vehicle was sent in for repair, and which vehicles are overdue for PM work. (W)
- **Daily Pool Utilization Report.** This report details the total miles driven by each vehicle in the pool, how many times the vehicle was taken on a reservation, and the average number of days that the vehicle sat idle. If there are specific reasons why a particular vehicle is different from the norm it should be noted on the report. (W)
- **Special Reservations / Vehicle Availability Report.** This report is to be run on Friday to prepare for the coming week. The purpose of the Report is to help the Capital Pool Coordinator prepare for vehicles with unique needs and to see if additional vehicles will be needed for reservations during the coming week. For example, if there was a vehicle reservation set to go out for three months the Capital Pool Coordinator would need to check to see if the vehicle was scheduled for a PM and/or State and I/M anytime during the rental period. Another example of a unique need may be an executive vehicle from Enterprise.

Person(s) that back me up when I am on lunch, or take vacation/sick leave?

- Daily Pool / Shuttle Services Manager